

**Product Number: 4212.03.15**

## **CASHLESS COMMISSARY AND TRUST FUND ACCOUNTING SYSTEM (CACTAS)**

### **AND ITS PREDECESSOR:**

### **\* NAVISION OFFENDER AND RECIPIENT MANAGEMENT (NORM) SYSTEM**

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**Revision Date:**  
**Version:** 1.0.0  
**Product Owner:** Bryan Kasteler, DTS / Corrections  
**Product Manager:** Kim Thompson, DTS / Corrections  
**Phone:** 801-545-5643  
**E-mail:** kimthompson@utah.gov

The Cashless Commissary and Trust Fund Accounting System (CACTAS) is the Utah Department of Corrections mission-critical, real-time, financial management system which supports obligations-related, offender and recipient (crime victim) financial transactions. CACTAS supports the Corrections' Bureau of Finance staff in managing the day-to-day offender obligations receipting and disbursement and tracks all related financial information in dealing with criminal offenders under its jurisdiction. It provides critical obligations-related, offender financial data for statistical analysis in executive, legislative, and management decision-making. It supports multiple prison facilities at Draper and Gunnison, Utah, regional parole centers and offices across the State, several community correctional centers, and the Board of Pardons and Parole central administrative offices in Murray, Utah. CACTAS also supports the Corrections Bureau of Finance staff in managing the day-to-day inmate banking including receipting and disbursement and tracks all related financial information in dealing with banking for inmates under its jurisdiction. CACTAS interfaces with the Department of Corrections Offender Tracking System (O-Track) to receive basic offender information and to provide obligations-related, offender financial summary information in O-Track. It also interfaces with a number of other applications where offender financial information is generated or required. CACTAS is a

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browser-based application that provides access to financial summary information to Adult Probation and Parole regional offices as well as other authorized personnel throughout the State. CACTAS is hosted at the Department of Technology Salt Lake Data Center.

During FY2015, the UDC will have migrated into the new CACTAS system, which was purchased and will have been installed during the latter half of FY2014. The description above, and all DTS and UDC responsibilities given below, also apply to any residual support that may still be required for a short time to the predecessor NORM system during the transition period.

The hours of support required for CACTAS / NORM are listed below.

Application	Support Hours	Days of Week
NORM / CACTAS	8:00 a.m. - 5:00 p.m.	Monday to Friday

## Product Features and Descriptions

Feature	Description
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<u>NORM Desktop Application</u>	(On full implementation of the CACTAS system all the features and descriptions will be revised to reflect the structure of that system).
<u>Norm</u>	Offender folder, Recipient folder, Reports folder
<u>Statement</u>	Statement folder
<u>Periodic Activities</u>	Periodic activities folder
<u>Norm Setup</u>	Setup folder, Financial setup folder
<u>External data Sync</u>	External data sync folder
<u>General Ledger</u>	General Ledger folder
<u>Recipient</u>	Recipient folder
<u>Offender Folder</u>	Offenders, Deposits, Journals, Cases, Agents, Co-Defendant, Obligations, History
<u>Recipient Folder</u>	Recipients, Payment Journal
<u>Reports Folder</u>	OSDC Civil Judgment, Audit Report, Discharge Summary Report, Agent and Body Location Report
<u>NORM Browser Application</u>	Main Page, Offender Selection, Offender Statistics, Discharge Summary Report, OSDC Civil Judgment Audit Report
<u>Commissary interface</u>	Interface balance information of offenders for commissary purchases.

## Features Not Included

Feature	Explanation
Static Table Entry	The UDC Bureau of Finance personnel determine and load Static Table content items within the CACTAS application.
User Business-side Functional Testing	The UDC Bureau of Finance personnel perform User Testing activities as the primary testing for business-side system functionality on all CASTAS system upgrades.
Policy and Procedure Updates	The UDC Bureau of Finance personnel arrange for updates to business-side Policies and Procedures when business processes are changed as a result of system requirements.

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User Manuals	DTS does not write or update User Manuals or Help Screens for the CACTAS System. The UDC Bureau of Finance personnel write any Help screen segments and update existing User Help materials as changes to the system are developed.
User Training	The UDC Bureau of Finance provides user training for the CACTAS System. The UDC Bureau of Finance personnel prepare and present all user-level training on the application.

## Rates and Billing

Feature	Description	Base Rate
Contractor provided Application Bug Fixes and Enhancements	Programming of CACTAS configurations and customizations, and its interfaces, to fix reported bugs, implement legislative changes and implement new enhancements, as approved and prioritized by the UDC Bureau of Finance, and provided by the Contractor.	Most Contractor Services are provided under the annual maintenance agreements. Specialized requirements are billable by the vendor at \$100.00/hour.
Application Database Support	Modifications to the database needed to accommodate the implementation of change requests, provided by the Contractor.	Most Contractor Services are provided under the annual maintenance agreements. Specialized requirements are billable by the vendor at an agreed upon rate.
Project Management	Coordinate the Contractor programming and support activities. Coordinate modifications to 3 <sup>rd</sup> party systems that are impacted by changes being made in CACTAS. Coordinate testing activities for CACTAS upgrades.	Refer to DTS Rate for Application Development
Application Support	Monitor the O-track to NORM data interface, monitor all other data links with external data feeds.	Refer to DTS rate for Application Development

## Ordering and Provisioning

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### CACTAS Content for Development Work:

CACTAS users, Bureau of Finance Administrative personnel and DTS support personnel report application bugs, desired features or enhancements, and requests for new system upgrades directly to the Bureau of Finance, Financial Manager. These are then discussed and prioritized by the Bureau of Finance. The CACTAS Users Control Group consists of a sampling of CACTAS users, Bureau of Finance Administrative personnel and DTS support personnel. The CACTAS Users Control Group meets regularly to discuss new requests, desired features or enhancements and to report application bugs. The CACTAS Users Control Group then discusses and prioritizes the items identified by the group. Per requirements of the Finance Governance Model, these items will be reviewed by the Finance Bureau Director. If the director approves the work, this committee then assigns them to a future upgrade. If necessary, the long term master upgrade plan and the content of the immediate next upgrade is presented to the UDC Executive Office for approval. Once the upgrade plan is approved, the contract provider is authorized to proceed with development work and related services on the next upgrade. A "Show Stopper" change process is in place to provide for UDC Executive Office approval for emergency additions to a current upgrade content list when bugs are reported that threaten the stability or critical functionality of the system.

### Hardware or special Initiatives to support CACTAS:

When new hardware devices, significant increases in numbers of PCs, or initiatives to greatly expand or support CACTAS are required, the initiatives require UDC Executive Office approvals to accommodate funding the orders and to consider the type and level of ongoing support that will be required.

## DTS Responsibilities

Provide business consultation on problem resolutions, future technical directions and potential evolving industry trends and research that may impact the CACTAS application and its environment.

Provide Project Management Services to the CACTAS System by tracking internal project work efforts and coordinating the work of the contractor.

Provide input when appropriate to business users and managers on system technical needs for upgrades, performance improvements, desirable re-works on application designs, and suggestions for solutions to bugs or enhancements.

Design, develop and maintain the real-time and batch process UDC side of data interfaces with CACTAS.

Manage the live Production Upgrade process.

Notify UDC managers and users in advance when CACTAS system hardware upgrades, maintenance and other upgrade events are scheduled to avoid unexpected interruptions to business activities.

Notify UDC Bureau of Finance, Financial System Manager when any changes are going to be made in O-Track and the changes could have an impact on CACTAS.

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Provide Help Desk support to designated CACTAS Super Users. DTS Help Desk support is only for normal, generic technical issues. Applications support is provided by designated CACTAS super users.

Configure and support the CACTAS application on DTS's hardware platform, maintain instances of the application in varied approved databases, and refresh the databases as required by the development cycle.

Communicate changes being made to the CACTAS application to 3<sup>rd</sup> parties that interface with CACTAS. Coordinate testing of any interfaces with these applications.

Ensure DTS staff resources are adequately trained and kept current in the knowledge and skills necessary for the performance of services required by this agreement.

## Agency Responsibilities

1. Conduct CACTAS User Meetings and Committees.
2. Participate in developing and adjusting project processes and procedures as needed.
3. Provide and report delegated coordination of CACTAS project business-side activities in correlation with DTS Project Management oversight.
4. Gain approval from the UDC Finance Bureau Director for any desired program changes or additions as stipulated by the Finance Governance Model document.
5. Report bugs discovered or enhancements and new units requested for CACTAS in the Request/Bug tracking system, providing detail as required.
6. Prioritize and organize work to be done in CACTAS into reasonable upgrade groupings.
7. Receive input from DTS for technical requirements and upgrades in upgrade planning.
8. Review and approve long term upgrade content plans for the CACTAS system.
9. Review and approve the content items to be included in the next immediate CACTAS upgrade.
10. Review and approve "Show Stopper" emergency requests for fixes in CACTAS with consideration to impacts on development cycle timelines.
11. Review and approve detailed design specifications created from design sessions.
12. Make required Static Table changes.
13. Perform User Acceptance Testing of each CACTAS upgrade, paying particular attention to bug fixes and requested enhancements that have been assigned to the build, reporting any errors found.
14. Perform User Testing of each CACTAS upgrade after production upgrade, reporting any errors found.
15. Update training materials for the Service Desk to reflect changes being made to CACTAS.

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16. Update training materials to reflect changes being made to CACTAS.
17. Train UDC users as necessary for deployments of CACTAS upgrades.
18. Provide application help desk support to front line staffs in UDC facilities, centers and offices that are having trouble completing CACTAS functions. If there is a data problem that needs fixing to complete the transaction, report the problem to the DTS Service Desk or the designated person on call.
19. Ensure operational Policies and Procedures are updated to reflect business process changes made as a result of CACTAS changes.
20. The Finance CACTAS manager will notify the DTS Software Manager when any changes are made to CACTAS that could have an impact on CACTAS data shared in O-Track.
21. Compose the CACTAS security groups and roles structure for each module or function in CACTAS and compile and report names of individual UDC staff members to the DTS Service Desk for set up in CACTAS for access to the application.
22. Monitor hardware usage by staffs and report problems where equipment appears to be inadequate or unavailable for access to the application.
23. Consider and decide upon data conversion requirements and arrange and conduct manual data entry sessions when automated conversions are not planned.

## DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM/CACTAS	99.90%
UDC COTS	99.50%
UDOCA	99.50%

Note: Application availability metrics for O-Track and M-Track are based on 24 hour / day x 7 days / week support. Application availability metrics for NORM are based on Monday – Thursday 6 AM – 6 PM support. All others are based on normal business hours (Monday – Thursday 7 AM – 6 PM).

Times exclude those tickets in a “Pending” status waiting a known bug fix.

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.



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Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied